

**DECLARATION AND POWER OF ATTORNEY FOR
PATENT APPLICATION**

As below named inventors, We hereby declare that:

Our residence, post office address and citizenship are as stated below next to our names;

We believe that we are the original, first and joint inventors of the subject matter which is claimed and for which a patent is sought on the invention entitled as set forth below, which is described in the specification of which: (check one)

XX is attached hereto.

_____ was filed on _____
under Attorney's Docket Number _____
as Application Serial No. _____
and was amended on _____ (if applicable).

**SYSTEM AND METHOD FOR DYNAMIC QUEUING
IN AN AUTOMATIC CALL DISTRIBUTOR**

We hereby state that we have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

We acknowledge the duty to disclose information which is material to the patentability of this application in accordance with 37 CFR 1.56.

We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 USC 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

POWER OF ATTORNEY: As a named inventor, we hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

Jeffrey M. Becker	Reg. No. 35,442		22,732
James R. Bell	Reg. No. 26,528	Christopher P. Kosh	Reg. No. 42,760
Kenneth W. Bolvin	Reg. No. 34,125	Michael J. Balconi-Lamica	Reg. No. 34,291
Daniel E. Burke	Reg. No. 46,588	David L. McCombs	Reg. No. 32,271
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John D. Crane	Reg. No. 25,231	Bill R. Naifeh	Reg. No. 44,962
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Ruben C. DeLeon	Reg. No. 37,812	Phillip B. Philbin	Reg. No. 35,979
Paul W. Fulbright	Reg. No. 38,145	Constance M. Pielech	Reg. No. 46,991
Howard R. Greenberg	Reg. No. 26,171	Brandi W. Sarfatis	Reg. No. 37,713
Brian J. Hubbard	Reg. No. 45,873	Kevin L. Smith	Reg. No. 38,620
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FULL NAME OF INVENTOR: Mark J. Holden

INVENTOR'S SIGNATURE: Mark J. Holden DATED: 12/11/2000

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d-D-0845968 Declaration and Power of Attorney.wpd